Service Bureau Authorizations

I f your lending institution uses a service bureau to process monthly mortgage insurance premium payments, the service bureau must be authorized to access the Monthly Premiums reports available through the FHA Connection. Only Application Coordinators can add or remove service bureaus and grant them access rights. A service bureau's status is designated as either Active or Inactive.

Active - Can be granted access to the lender's reports

Inactive - Cannot be granted access to the lender's reports

When a service bureau has a status of Active, it can access the following Monthly Premiums reports, if authorized:

TELLAL	
Monthly Premiums	Active
Portfolio	Query Only
Advance Notices	Query Only
Billing	Query Only
Reconciliation	Query Only
Lender Notification	Query Only
Refund Transactions	No Access

- ♦ Portfolio
- ♦ Advance Notices
- ♦ Billing
- ♦ Reconciliation
- ♦ Lender Notification
- ♦ Refund Transactions

There are three levels of authorization for a service bureau:

No Access - Cannot view or edit information

Query Only - Can only view information

Update/Query - Can view and edit information (for future use)

> ? *For Monthly Premiums, Application Coordinators only give No Access or Query Only authorization to a service bureau.*

Adding a Service Bureau/Modifying Authorizations

T o add a service bureau or modify a service bureau's authorizations:

1. Click *[ID Maintenance]* at the bottom of the page. The ID Maintenance menu page appears.

    > ? *The ID Maintenance link is available on the following pages: FHA Connection menu, Single Family FHA menu, and Multifamily FHA menu.*

2. Click *Service Bureau Authorization*. The Service Bureau Mortgagee Assignments page appears.

3. In the service bureau drop-down list box near the bottom of the page, select the service bureau you wish to add or modify and click `Submit Query`. The Set Service Bureau Permissions page appears.

    > ? *If the service bureau is not on the drop-down list on the Service Bureau Mortgagee Assignments page, send an e-mail message to* **sf_premiums@hud.gov**. *List the subject as Requesting a New Service Bureau. In the message include the name, FHA ID, contact name, contact phone number, and contact e-mail address for the lender and the new service bureau. Also include the service bureau's mailing address.*

4. Add or remove the appropriate authorizations by clicking the checkboxes and then click `Submit Query`.

    > ? *If you need assistance completing the pages or with field definitions, click* [Help].

Removing a Service Bureau

T o remove a service bureau from the lender's list of service bureaus:

1. Click *[ID Maintenance]* at the bottom of the page. The ID Maintenance menu page appears.

2. Click *Service Bureau Authorization*. The Service Bureau Mortgagee Assignments page appears.

3. In the service bureau drop-down list box near the bottom of the page, select the service bureau you wish to remove and click Submit Query . The Set Service Bureau Permissions page appears.

4. Select *Remove from List* and click Submit Query .